



Welcome to Washington State's GAU Managed Care Program

Now that you are on DSHS Medical Assistance General Assistance Unemployable (GAU), you will get your health care through a managed care plan. This means a health plan will help you get your medical care.

This booklet explains about managed care.

Your managed care plan is Community Health Plan of Washington (CHPW).

Call CHPW right away to pick a clinic.
1-800-440-1561



1-800-562-3022

To ask questions, call Medical Assistance at 1-800-562-3022 Monday through Friday, 7 am to 6 pm.

The TTY/TDD line is 1-800-848-5429 only for people who have difficulties with hearing or speech (your phone must be equipped to use this line).

Calls to these numbers are free, we'll be glad to help you!



DSHS 22-660(X) (Rev. 6/04)

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If it is hard for you to read or understand this booklet, please call us at 1(800) 562-3022 to ask for assistance or for a book with larger print. The TTY/TDD line is 1(800) 848-5429 only for people who have difficulties with hearing or speech (your phone must be equipped to use this line).

This booklet has been translated into other languages:



1-800-562-3022

본 책자를 한국어로 얻으시려면 1-800-562-3022 로 연락하십시오.

ដើម្បីទទួលបានសៀវភៅនេះជាភាសាខ្មែរ តេឡេហ្វូន 1-800-562-3022.

Muốn có tập sách này bằng Tiếng Việt, xin gọi số 1-800-562-3022.

Para obtener una copia de este folleto en español llame al 1-800-562-3022.

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Звоните по телефону 1-800-562-3022 для получения этого буклета на русском.

如需中文版的手冊，請電：1-800-562-3022。

Questions? Call DSHS Medical Assistance helpline at 1-800-562-3022.



About my health care

What is MAA and why is it important to me?

MAA is the Medical Assistance Administration. We are the part of DSHS that pays for your health care.

How does MAA pay for my health care?

MAA has two ways of paying for your health care. You will be in managed care.

Managed care (in a health plan) MAA pays Community Health Plan of Washington (CHPW) to cover most of your medical care. You go to one doctor who is with CHPW. Your doctor and CHPW work together to meet all your health care needs.

Fee-for-service (not in a health plan) You see any provider who will take your DSHS Medical ID card. You use your medical ID card to get all your medical care and the doctor bills MAA for the services.

Note: You will get some services with the fee-for-service Medical ID card, such as dental or eyeglasses. See page 6 in this book for a list of those services.

Do I have to be in CHPW?

Almost always. You may not have to be in managed care if:

1. You are American Indian or Alaska Native
2. You have a strong medical reason to keep seeing a doctor who is not with CHPW. Your doctor will need to tell us the medical reasons.

If you are American Indian, Alaska Native, or have a medical reason, and do not want to be in managed care, call 1-800-562-3022.

Do I have to pay for my health care?

Usually not. Talk to CHPW and see pages 5 and 6 for more information.

What if I move?

Moving to another area can affect your health care coverage. If you move, you must tell your DSHS social worker and CHPW right away.



How do I get medical care from CHPW (the health plan)?

What happens once I am enrolled with CHPW?

Once you are on DSHS Medical Assistance and enroll with CHPW, they will send you a plan ID card and information on how to get your medical care. You will need to show both your CHPW ID card *and* your Medical ID card (the one you get each month from Medical Assistance) each time you get medical care (see page 7 for more information about ID cards).

Can I go to any doctor, hospital or clinic that I want?

NO - Managed care means that you can only use certain doctors, medical providers, hospitals and pharmacies. Call CHPW to find out more information.

What is a primary care provider (PCP)?

You will go to one person at a clinic in your plan for most or all of your care. This person is called your **PCP**, which stands for **Primary Care Provider**.

Your PCP can be a doctor, nurse practitioner, or physician assistant. If you need care from a specialist or other provider, your PCP will help you get it.

**Call CHPW right away to choose a clinic. If you do not call,
CHPW will pick one for you.
Call 1-800-440-1561.**

What if I have a medical service (like surgery) that is already scheduled?

Call CHPW right away to let them know about the medical service so they can help you get the care you need.

What if I am not happy with my health plan?

CHPW cares about the service you receive from their health care providers. Their goal is to keep you healthy.

If you are not happy with your care, first call CHPW to let them know why you aren't happy. If CHPW does not make the situation better, you can ask for help from MAA. You will get more information about this process from CHPW.



What health benefits and services do I have?

(What benefits and services are covered by CHPW?)

Your PCP will help you get the care you need. You can get these services when they are medically needed. You must get a referral (permission) for these services from your PCP. Call the CHPW customer service team at 1-800-440-1561 for more information.

CHPW covers these benefits and services:

- Ambulance
- Blood and blood products
- Dialysis
- Doctors care
- Eye exams
- Family planning
- Health education for diabetes and heart disease
- Home health and hospice care
- Hospital care (including Emergency room, inpatient, and outpatient services)
- Immunizations (shots)
- Lab and X-ray services
- Medical supplies & equipment
- Oxygen/Respiratory therapy
- Pharmacy/Prescriptions
- Physical, occupational, & speech therapy
- Specialty care
- Surgery in a hospital or in an ambulatory surgery center
- Tissue and organ transplants
- Urgent care

What benefits are covered by CHPW and by other state agencies?

You can get the following benefits and services from CHPW or you can go directly to a local health department or family planning clinic to receive the services.

- Family Planning services and birth control
- HIV and AIDS testing
- Sexually transmitted disease treatment and follow-up care
- TB screening and follow-up care



What benefits are ONLY covered by DSHS and not covered by CHPW?

The following benefits and services are covered by DSHS. CHPW will not pay for these services. You must use your DSHS Medical ID card to get these services. Make sure you ask the provider if they can bill MAA for payment.

- Limited dental care
- Eyeglasses and fitting services
- Hearing aids
- Substance abuse services including detox for alcohol and drugs
- Transportation to and from medical appointments other than Ambulance
- Voluntary pregnancy terminations
- Limited mental health services
- Nursing home care

If you need an interpreter for a medical visit, make sure the provider contacts MAA for approval ahead of time so you don't get billed.

What benefits are NOT covered by MAA or CHPW?

Benefits and services listed below are NOT covered by CHPW or by MAA. If you get any of these services you must pay for them yourself. Call CHPW's customer service team or the Medical Assistance helpline for more information.

- Biofeedback therapy
- Court-ordered services
- Diagnosis and treatment of infertility, impotence, and sexual dysfunction
- Experimental and Investigational Treatment or Services
- Immunizations for international travel
- Medical exams for Social Security Disability benefits
- Medical services while in jail
- Orthoptic (eye training) care for eye conditions
- Personal comfort items
- Physical exams needed for employment, insurance, or licensing
- Plastic surgery for cosmetic reasons
- Reversal of voluntary surgical sterilizations

If you have a question about a benefit or service not listed here, call the MAA helpline at 1-800-562-3022

The DSHS Medical ID Card


Everybody on Medical Assistance gets a new green and white DSHS Medical ID card (or coupon). A new card is sent each month. Your Medical ID card tells doctors and other medical providers what medical benefits you can get. Please check every month to make sure it has the right information. For example, make sure your name and address are correct. You will need to show your Medical ID card every time you get medical care or services and when you get prescriptions.

This is what we call your Patient Identification Code or PIC. It is the way we identify people on Medicaid. It is made up from the first and middle initial, birth date and first 5 letters of the last name of you and/or your family members and "tie breaker" (TB).

Your card is good for these dates. If you don't get your card in the first week of the month call us at 1-800-562-3022 right away.

Please read the back of this card.

P.O. BOX 45531
OLYMPIA, WA 98504-5531



Washington State
Department of Social
& Health Services

MEDICAL IDENTIFICATION CARD

This Card Valid From: 08-01-03
To: 08-31-03

Primary Language

Primary Language

Patient Identification Code (PIC)				Medical Coverage Information						
Initials	Birthdate	Last Name	TB	Insurance	HMO	Detox	Restriction	Hospice	DD Client	Other
JQ RC	010171 121299	PUBLI PUBLI	A A		CHPG					

John Q. Public
123 Main St
Anytown, WA 98999

GAU
076 007308084
1-800-440-1561 CHPW
L0000999 * 112234B

SHOW TO MEDICAL PROVIDER AT TIME OF EACH SERVICE
DSHS 13-030 azes (04/05)

SIGNATURE (Not Valid Unless Signed)

If you move, you may have to change how you get your health care. Call the Helpline at 1-800-562-3022 and they will help if you need to change health plans.

When "CHPG" is in this column, you are enrolled in managed care.

CHPW's initials and phone number is here.

Your CHPW ID Card

You will also get an ID card from CHPW after you are enrolled with them. CHPW will not send you a new card every month, so call CHPW right away if you lose this card. You will need both your DSHS medical ID card and your CHPW ID card for most medical appointments and prescriptions. If you need care before you get your CHPW card, call CHPW 1-800-440-1561.

Questions? Call DSHS Medical Assistance helpline at 1-800-562-3022.



What are my Rights and Responsibilities?

You have the right to:

- Help make decisions about your health care.
- Not receive treatment and be told what may happen if you don't get treatment.
- Get information about:
 - Your care
 - Your doctor and how referrals are made
 - All options for care and why you are getting certain kinds of care
 - Your health plan
 - Covered services
- Receive services in a timely manner
- Be treated with respect - Discrimination is not allowed in all programs and activities. No one can be excluded on the basis of race, color, national origin, sex, age, religion, creed or disability.
- Be able to speak freely about your health care and concerns without any negative results
- Have your records and information about your care kept confidential
- Request copies of your medical records and ask for changes when necessary
- Make complaints and grievances

You have the responsibility to:

- Help make decisions about your health care
- Give your doctors the best information you can about your health so they can help you get the care you need
- Follow your doctor's instructions about your health care
- Give your doctors the information they need to handle your health coverage (like bringing your DSHS Medical ID card or coupon and CHPW ID card to your appointments)
- Learn about your health plan and what services are covered
- Use health services when you need them
- Keep appointments and be on time. Call the office if you are going to be late or have to cancel the appointment
- Show your doctors the same respect you want from them